

OPERATIONS CHAIR

NAME Office

Arranges for payment of equipment and signs

Provides two sets of labels for shipping of items to registrants who do not attend

Expenditures:

Operating Expenses

Covers miscellaneous expenses that are associated with the convention – signage, expenses incurred by the Chairman, decorations, general expenses not belonging to a specific committee, etc.

General Information

The Operations Chair has similar responsibilities to a stage manager of a play. Operations relays needs between the Steering Committee Chairs and the hotel staff. It is a tough job and one of the most important. An assistant is an important asset. A sample signage form is included in this manual. It is advisable that the Operations Chairman keep a notebook with a detailed schedule and needs of each chairman.

Because this is such a large responsibility, determine all of the jobs that will need to be taken care of during the event and delegate jobs to all of your helpers. Be clear as to what is expected from each helper. You may want to assign a couple of people to be in charge of setting up rooms while you, the Chair, handle things that occur inside the Operations Room.

Storage and Transportation

I. Prior to the Convention/Houseparty

- Determine where storage areas will be located. It is recommended it be as close to the registration and meal function areas as possible.
- Pre-plan with each committee chair to address all needs.

II. Things to determine:

- Who is permitted to receive which materials
- Where extra materials can be stored
- Final disposition of items and materials
- Upon delivery of items to the convention/houseparty site, coordinate with the other Chairmen to transport and store such items as souvenirs, souvenir books, tote bags, door prizes, centerpieces, registration materials, convention/houseparty helpers, etc.

Other Considerations:

- I. Operations is the glue that holds this function together. Consider renting walkie-talkies or use cell phones to stay connected to your committee, Hosting Chair and hotel contact.
- II. Any time something goes downhill, you and your committee will be called upon. Stay loose and push back up hill with a smile.
- III. Have your own supplies: box knife, a few different sizes of boxes for shipping, packing materials like peanuts, bubble wrap or newspaper and shipping tape. You will also need

masking and scotch tape, extension cords, staplers, colored markers, plain paper, pliers, hand trucks or carts, etc for daily use. To the extent possible, man the Operations room at all times when events are in progress.

- IV. A laptop and portable printer are indispensable tools to have available at the convention/houseparty for printing last minute sign changes, etc.

During the Convention/Houseparty

Shipping:

- I. The NAME Office Representative will provide you with a list of most of the names of people who are registered but not attending on the first day of the convention/houseparty. Locate the address for these individuals and prepare boxes to ship their merchandise.
- II. Work with the Souvenir Gift Chairman to package all of the souvenirs for these people before the first meal function. Work with the Workshop Chairman to begin gathering any workshop kits these individuals are to receive and place them in the boxes as well along with tote bags and souvenir books. The Workshop Chairman should bring the "Workshops Not Picked Up" form to you. (Please see Workshop Chair section for details.) (9/2017) All items are to be shipped to each registrant unless an authorized friend has been designated to pick them up. Complete the Operations Mailing Form (available on the website) for each person that you are mailing items to and keep a copy for future reference. (May2015) Give the NAME Office Representative a detailed list of contents and the names of those registrants to whom the boxes were mailed. The charges for mailing should be charged to the NAME office shipping account or the master account at the hotel. These charges come out of the convention/houseparty budget so you will want to pack in appropriate size boxes, provide your own filler material and tape to secure the boxes for shipping. Having UPS provide all of the materials to ship packages is expensive and can cost you \$20-\$50 per package to ship. Coordinate this with the NAME office staff to ship the boxes. *Get the NAME UPS account information.*
- III. On the last day of the convention/houseparty, the Souvenir Gift Chairman and a helper if needed should assist the Operations Chairman in verifying that all items are packaged for shipment to those not attending.
- IV. All extra souvenirs, souvenir books, tote bags, and any other items paid for from the convention/houseparty budget must be packed and ready to mail to the NAME office. Coordinate this with the Name Office Representative, as he/she will have merchandise at the NAME table to also be shipped. Shipping for these items will also be billed to the NAME master account. Some non-attending registrant packages will need kits added, most will not. Workshop Chair should have list. Use double label system, one on package, one on list, to prevent errors and extra re-checking. Create a Shipping CheckList of all of the items which are being given to registrants. This will come in handy when you are packing the items to ship to registrants who where unable to attend. Have multiple copies on hand, one for each mailing.
- V. Prior to the event, arrange access to shipping services for guests and the dealers. Many times UPS type stores are willing to set up a shipping station immediately following the brunch to assist those who need to ship packages. Arrange for them to

be there for several hours if possible.

- VI. It should not be necessary to point this out, but it has actually happened. No committee member or attendee should ask you to ship their items to them. If they are present, they are responsible for arranging with the shipping company to have items shipped. (Sept 2017)

Hotel Procedures

- I. Most hotels will have a staff member to assist you. It is wise to become well acquainted with this person.
- II. Work closely with the hotel staff. A daily planning meeting with the staff to plan for the next day is an excellent way of communicating.
- III. For any workshop room where the room is being used for a workshop which lasts more than one day, work with the hotel contact to assure that these rooms are not vacuumed until the workshop is completely over. The room should not be vacuumed during the nights between the workshops and the rooms should be locked when not occupied.
- IV. Work with the hotel contact to assure that the sales and exhibit rooms are not vacuumed at any time without the Sales or Exhibit Room Chairman present. The space between and behind the tables should not be vacuumed once we take occupancy of the room to avoid lost or misplaced items should the tables be bumped while vacuuming.
- V. Coordinate with the hotel to arrange for trash receptacles and ice water in all workshop spaces and sales room.

Knowledge of Complete Schedule of Events

- I. Meet with Hosting Chairs so that you have full knowledge of the schedules, needs and your responsibilities.
- II. Create your own schedule of events. Post one copy and keep one in your notebook.
- III. Adequate pre-planning is a necessity as there are many unanticipated situations that arise during the convention/houseparty that require flexibility.
- IV. Many times attendees become frustrated when they drop by Operations to pickup materials or to ask a question. Any time you leave the room, place a "Will Return at ??:??" (Time) sign on the door so people know when to return for assistance. This simple act will serve as a nice courtesy to your guests.

Rooms

- I. Check all function rooms at least one hour prior to beginning of function to make sure that everything is in order and necessary items are in place and that signage for the event is accurate.
- II. Sometimes it is necessary to change around locations of workshops in order for them to complete the turn around. It is important to make sure adequate signage is placed in the registration area as well as the old and new workshop locations to alert students of any changes. Always consult the Workshop Chairman and Them Luncheon Chairman when making changes.

- III. Check Sales room three hours prior to dealer setup. If that is at 5:00 a.m., so be it. Hotels often use odd sized tables or wrong aisle distances and one hour is not enough time for corrections.
- IV. In the workshop rooms, it is important to cover any tables where paint or stain is going to be in use. Local newspapers will often give you end runs from the unused roll of newspaper. This is a very good protective covering for the tables. These or similar materials are available from paint stores or office supply stores as well.
- V. It is important to schedule each Regional Meeting in separate rooms or spaces at the National Convention. This is a time for the Regional Coordinator to rev up their region and fill them in on fun activities within the region and NAME as a whole.
- VI. Work with the Convention/Houseparty Liaison to make sure that the hotel sets up the stage, podium with microphone, floor microphone, tables and seating for the board members, water glasses and pitchers for the National Business Meeting. Seating should be set for at least 2/3 of those attending the convention.

Signs

- I. Prepare the Signage Form and the Room Set Up/Equipment form to be completed by committee members. A sample is attached.
- II. Request a list of signs needed by each Steering Committee member.
- III. Make all necessary signs. Samples should be submitted for committee approval.
- IV. Check with hotel for any hotel restrictions or requirements on signs.
- V. Signage should begin at or near the hotel registration desk so members immediately know where to find your registration area.
- VI. Large signs or banner mounted above six feet are important. When using such signs, coordinate with the hotel staff regarding appropriate mounting. A poster mounted on the front of a table or an easel can not be seen in a crowd. After the Convention/Houseparty
 - I. Submit a written summary, including recommendations, to the Hosting Chair.